

Service Description

This is a Voice over IP (VoIP) service delivered through mobile and web-based softphone applications, as well as compatible IP desk phones. This Service does not include the cost of your broadband Internet connection, which may be supplied by 2talk or a third-party provider.

Plan Inclusions

- 1 × VoIP line with local phone number from your chosen local area (within the United States)
- Unlimited¹ domestic calling minutes
- Unlimited¹ minutes of international calling to more than 35 standard destinations²
- Porting for 1 number

Service Availability

2talk VoIP requires a mobile and/or fixed broadband internet service. Each VoIP call requires a minimum of 100 kilobits per second (kbps) of uncontested upstream and downstream bandwidth for optimal quality.

Small and Medium Business Eligibility

2talk VoIP services are available to business customers located in the United States only. To qualify, you or your business must provide valid registered business information.

Additional Services and Promotions

This summary doesn't include any value-added services (add-ons) or promotional offers that you may select while this calling plan is active.

Cloud PBX Features and Availability

This plan includes access to all the Cloud PBX features to enable you to use this service.

Billing Information

Your account is charged on the same day each month, called your Bill Anniversary Date—the date your account was created (e.g., May 12, August 12).

As 2talk is a prepaid service, you will receive a monthly Statement of Activity at the end of each billing cycle. This statement details your service usage and any payments made during the period.

Your first monthly statement may include partial-month charges for the period between activation and your first billing date. Any additional charges for non-recurring items incurred during the billing cycle will also appear in the statement.

Payments

Payments for this service are made via credit card directly through our secure online payment gateway. You may also arrange payment by direct deposit to our bank account upon request.

Plan Usage Charges

Plan price per month (excluding charges and fees)	\$24.95
Included domestic calling minutes (per month)	Unlimited ¹
Domestic overage rate (per minute)	\$0.03
International calls	Check Rate Card ²
Call rating	Per minute
Number port-out fee (per number, if ported within six months of account setup)	\$50.00
Contract period	Month-to-month

Prepaid Service

This is a prepaid service. All charges—including calling, value-added extras, add-ons, equipment purchases, and number porting—must be paid in advance.

Your account must maintain a positive credit balance to avoid service disruption. Information and pricing are correct at the time of publication. All pricing is exclusive of applicable taxes and fees.

Minimum Term

This plan is billed monthly and automatically renews each month until we receive a cancellation request. You may cancel your service at any time.

Cancellation

This is a monthly prepaid service; no early termination or cancellation fees apply. To cancel, submit our online Cancellation Form at 2talk.com/cancelling-your-account/.

Acceptable Use Policy

This service is intended for standard business use with typical single-shift operations. For Unlimited Domestic and International calling plans, please refer to our Acceptable Use Policy at 2talk.com/legal/terms-of-use/.

Other Information

Customer Service

Contact us via chat or email during US business hours (Eastern through Pacific Time) for assistance with your account balance or usage. You can update your payment details and check usage anytime by logging into your 2talk Cloud PBX account. For other inquiries, email support@2talk.com or use the chat icon inside your account dashboard.

Dispute Resolution

If you have any concerns or wish to raise a dispute, please email customer@2talk.com.